SNAP Application and Call Center Metrics	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
SNAP Application Rejections*						
SNAP Applications Rejected for Failure to Complete the Interview (can include other rejection reasons)						
Count	11,405	8,980	12,572	9,437	12,140	11,364
% of all applications rejected	51.12%	48.09%	50.07%	43.39%	50.91%	46.78%
SNAP Applications rejected ONLY for Failure to Complete the Interview						
Count	9,875	7,688	10,902	8,050	10,648	9,715
% of all applications rejected	44.26%	41.17%	43.42%	37.02%	44.65%	39.99%
Tier 1 Metrics						
Average Wait Time (h:mm:ss)	**1:19:16**	**1:15:07**	**0:32:05**	**0:38:51**	**0:42:15**	**0:40:17**
Lowest Daily Avg Wait Time	1:00:30	0:50:47	0:20:18	0:02:01	0:01:44	0:09:04
Highest Daily Average Wait Time	1:28:40	1:39:44	0:53:11	0:53:28	0:59:54	0:52:52
Min Wait Time	0:00:00.049	0:00:00.091	0:00:00.091	0:00:00.101	0:00:00.053	0:00:00.110
Max Wait Time	6:04:29	6:03:52	4:08:49	4:57:59	5:51:23	3:57:18
Queue Deflections	39,321	30,950	13,254	16,399	17,492	17,416
Count of Customer Disconnects (Abandoned Calls)	31,358	30,999	31,479	35,260	34,231	29,320
Avg Time Until Customer Disconnect (h:mm:ss)	0:56:27	0:52:42	0:13:52	0:18:25	0:19:14	0:18:30
Accommodation Requests**						
Tier 3 Metrics						
Average Wait Time (hh:mm:ss)	**0:35:01**	**0:37:23**	**0:20:38**	**0:19:05**	**0:22:17**	**0:20:24**
Lowest Daily Avg Wait Time	0:29:56	0:23:24	0:13:41	0:13:00	0:17:34	0:03:49
Highest Daily Average Wait Time	0:43:05	0:51:22	0:28:58	0:31:24	0:32:12	0:29:03
Min Wait Time	0:00:00.053	0:00:00.047	0:00:00.044	0:00:00.050	0:00:00.005	0:00:00.053
Max Wait Time	3:28:51	5:12:17	2:14:05	23:02:26	2:14:34	2:11:52
Queue Deflections	42,057	49,920	11,191	10,358	10,736	17,328
Count of Customer Disconnects (Abandoned Calls)	20,482	19,637	17,119	19,860	14,813	14,953
Avg Time Until Customer Disconnect	0:25:10	0:29:04	0:14:30	0:13:36	0:15:01	0:15:01
Accommodation Requests**						

* SNAP Applications may be rejected for multiple reasons, this count includes all applications that rejected for UCI regardless if another rejection reason exists

** Currently no measurement exists that capture the number of requests made by customers for accomodations based on disability